

2004-08-30

01:15 PM

Cut In Completed

FO 077647252: OAS#042434041-MTR#-27742333 CODE-52400.

MDT

2004-08-30

12:49 PM

Complete Cust Contact Center - Ldr/Super Call Back

customer is already back on,did not call back

ANDREA J MURPHY

2004-08-30

12:34 PM

Issued Cust Contact Center - Ldr/Super Call Back

PLS CALL KATHY BARTH - (618) 924-0444 - UPSET BECAUSE SERV WAS DISC'D FOR SUSPECTED FRAUD - DID NOT CB AFTER RE-FAXING ID 8/26 - SEE CONTACTS

MARIAN KOCHMANN

2004-08-30

12:33 PM

Delinquent Account

[T:UCID:00001085771093868410/11:39] KATHY A BARTH - ASKED WHY DISC'D -TOLD HER WAS DUE TO SUSPECTED FRAUD CHECKED W/C&C ALL IS OK - KATHY DID NOT CB ON 8/26 AFTER REFAXING ID - SERV DISC'D - REQ'D SUPERV - NONE AVAILABLE - ALSO WANTS TO SPEAK WITH UMAN WHEN RC - TOLD HER UNABLE TO GIVE TIME - THAT'S FINE HAS ALL DAY TO SET IN DARK HOME - WFM TO SUPERV SENT

MARIAN KOCHMANN

2004-08-30

12:31 PM

Correspondence - Deposits

Add or Change Deposit Letter

ISSUED BY BATCH PROCESS

2004-08-30

12:31 PM

Cut In Issued

No Remarks

MARIAN KOCHMANN

2004-08-30

12:22 PM

Acct Info Inquiry/Change

[T:UCID:00001080781093868164/03:48] KATHY BARTH - SAID SHE THOUGH SHE NEEDED SUPERVISOR BECAUSE SHE WAS CUT OUT. EXPD THAT I COULD TRY TO HELP, AND I ASKED FOR HER ACCT.# NOT SURE IF SHE HUNG UP, OR IF HER PHONE WENT DEAD.

TRICIA SMITH

EXHIBIT

J